

Application Serial No. 09/944,278

AMENDMENTS TO THE CLAIMSRECEIVED
CENTRAL FAX CENTER

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1. (Currently Amended) A system for providing travel information to an end user in an intelligent way using a search result, said system comprising:

5 a server configured to receive a request for travel information and to process said request into a query;

a feed retrieval system configured to receive content from a plurality of internal and external partners;

a database coupled to said feed retrieval system;

10 wherein said content is categorized, customized, and stored in said database;

a context determination module,

said context determination module configured to determine a context from said received request for travel information automatically, without using any user provided information other than said received request and without prompting said end user to enter any additional information;

wherein said context determination module processes said phrase request to determine whether context of said phrase corresponds to an interest or a destination;

20 a searching module configured to search said database automatically, according to said query and said context, for a search result;

wherein said search result is obtained by said searching module from said database without any interaction with a human agent;

wherein said search result comprises said travel information in a singular, concise and consistent format, thereby providing ease of use for an end user; and

25 a result returning module configured to return said search result to said end user,

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2. (Previously Presented) The system of Claim 1, wherein said feed retrieval system organizes said content for efficient storage by said database for easy retrieval.

3. (Previously Presented) The system of Claim 2, said feed retrieval system further comprising:

a rules-based engine for said obtaining said content from said internal and external partners and storing said content into said database in a format used by a search engine.

4. (Original) The system of Claim 2, said feed retrieval system further comprising:

custom coded forms in a predetermined format supplied to said partners for facilitating said obtaining travel information.

5. (Original) The system of Claim 4, wherein said custom coded forms are in XML format.

6. (Original) The system of Claim 1, said server further comprising:

a spell check tool for providing a spell check service to an end user for assisting an end user in providing correct spelling of an intended word.

7. (Previously Presented) The system of Claim 6, wherein said spell check tool further comprises any of:

means for suggesting alternate spellings of said word;

means for providing similarly spelled words or relevant phrases; and

means for settling ambiguity among said word with other words or phrases having similar parts of said word.

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8. (Original) The system of Claim 1, further comprising:

lookup tables for determining matches to facilitate processing said request into said query.

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9. (Cancelled)

10. (Previously Presented) The system of Claim 1, said context determination module further comprising:

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a plurality of context determining categories; and
means for determining at least one context determining category.

11. (Previously Presented) The system of Claim 10, wherein said plurality of context determining categories comprises at least:

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a destination; and
an interest.

12. (Previously Presented) The system of Claim 1, said search result comprising:
the following travel categories:

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destination guides;
canned keywords;
local events;
low air fares;
hot deals; and
lodging.

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13. (Previously Presented) The system of Claim 1, wherein said travel information comprises static information and dynamic information,

wherein said dynamic information comprises local events, and

5 wherein said local events comprise at least a concert.

14. (Previously Amended) The system of Claim 13, wherein said dynamic information comprises any of:

low air fares;

10 a hot deal; and

a fare watch.

15 15. (Original) The system of Claim 1, wherein said server is a web server and said travel information is presented in one web page.

16. (Previously Presented) The system of Claim 15, wherein said one web page comprises:

a more link for facilitating linking to more detailed information as an option.

20 17. (Previously Presented) The system of Claim 16, wherein said more detailed information comprises information reflecting and associated with at least one context determining category.

25 18. (Original) The system of Claim 1, further comprising a local escapes feature, wherein said local escapes feature uses a home location to provide particular travel information.

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19. (Original) The system of Claim 18, further comprising:

means for determining said home location when not provided by an end user.

5 20. (Original) The system of Claim 18, wherein said home location is selected from a list of predetermined home locations.

21. (Previously Presented) The system of Claim 20, wherein said list of predetermined home locations comprises:

10 at least fifty predetermined cities or home airports.

22. (Previously Presented) The system of Claim 18, wherein said provided travel information comprises any of:

a fare watch;

15 weekend e-fares;

local events;

hot deals;

links to other cities; and

maps.

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23. (Original) The system of Claim 18, further comprising:

means for filtering out travel information not relevant to said home location.

24. (Previously Presented) The system of Claim 18, further comprising:

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a multi-hierarchical schema for organizing geographical regions to facilitate determining relevant travel information, wherein content in said regions overlap.

25. (Original) The system of Claim 24, wherein geographical regions comprise urban regions.

26. (Original) The system of Claim 25, wherein said urban regions comprise content from other nearby and relevant cities associated with said home location.

27. (Currently Amended) A method for providing travel information to an end user in an intelligent way using a search result, said method comprising:

receiving a phrase request for travel information;

processing said phrase request into a query;

automatically determining a context from said received phrase request for travel information,

wherein said step of determining determines said context without using any user provided information other than said received request and without prompting said end user to enter any additional information,

wherein said step of determining processes said phrase query to determine whether said context preferentially comprises a user interest or a destination;

automatically searching a database according to said query and context for a search result, without any interaction with a human agent;

wherein said search result comprises said travel information in a singular, concise and consistent format, thereby providing ease of use for an end user; and

returning said search result to said end user.

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28. (Previously Presented) The method of Claim 27 further comprising:
providing a feed retrieval system;
providing a database coupled to said feed retrieval system;
wherein said feed system receives content from a plurality of internal and
5 external partners; and
organizing said content for efficient storage by said database for easy retrieval.

29. (Previously Presented) The method of Claim 28, wherein said feed retrieval system further comprises:

10 a rules-based engine for said obtaining said content from said internal and external partners and storing said content into said database in a format used by a search engine.

30. (Original) The method of Claim 28, said feed retrieval system further comprising:

15 custom coded forms in a predetermined format supplied to said partners for facilitating said obtaining travel information.

31. (Original) The method of Claim 30, wherein said custom coded forms are in XML format.

20 32. (Previously Presented) The method of Claim 27, further comprising:

providing a spell check service to an end user for assisting an end user in providing correct spelling of an intended word.

25 33. (Previously Presented) The method of Claim 32 further comprising:

suggesting alternate spellings of said word;

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providing similarly spelled words or relevant phrases; and
settling ambiguity among said word with other words or phrases having similar parts of said word.

5 34. (Original) The method of Claim 27, further comprising:
providing lookup tables for determining matches to facilitate processing said request into said query.

35. (Cancelled)

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36. (Previously Presented) The method of Claim 27 further comprising:
analyzing a plurality of context determining categories; and
determining at least one context determining category.

15 37. (Previously Presented) The method of Claim 36, wherein said plurality of context determining categories comprises at least:
a destination; and
an interest.

20 38. (Previously Presented) The method of Claim 27, wherein said search result comprises the following travel categories:
destination guides;
canned keywords;
local events;
25 low air fares;

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hot deals; and
lodging.

39. (Previously Presented) The method of Claim 27, wherein said travel information
5 comprises static and dynamic information.

40. (Previously Presented) The method of Claim 39, wherein said dynamic
information comprises any of:

10 local events;
low air fares;
hot deal; and
a fare watch.

41. (Previously Presented) The method of Claim 27 further comprising:
15 providing said travel information to said end user in one web page.

42. (Previously Presented) The method of Claim 41, wherein said one web page
comprises:
20 a more link for facilitating linking to more detailed information as an option.

43. (Original) The method of Claim 42, wherein said more detailed information
comprises information reflecting and associated with one or more than one of said
context determining categories.

25 44. (Original) The method of Claim 27, further comprising:

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providing a local escapes feature, wherein said local escapes feature uses a home location to provide particular travel information.

45. (Original) The method of Claim 44, further comprising:

5 determining said home location when not provided by an end user.

46. (Original) The method of Claim 44, wherein said home location is selected from a list of predetermined home locations.

10 47. (Previously Presented) The method of Claim 46, wherein said list of predetermined home locations comprises at least fifty predetermined cities or home airports.

15 48. (Previously Presented) The method of Claim 44, wherein said provided travel information comprises, a local escape category comprising any of:

a fare watch;

weekend e-fares;

local events;

hot deals;

20 links to other cities; and

maps.

49. (Original) The method of Claim 44, further comprising:

filtering out travel information not relevant to said home location.

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50. (Previously Presented) The method of Claim 44, further comprising:

providing a multi-hierarchical schema for organizing geographical regions to facilitate determining relevant travel information, wherein content in said regions overlap.

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51. (Original) The method of Claim 50, wherein geographical regions comprise urban regions.

52. (Original) The method of Claim 51, wherein said urban regions comprise content from other nearby and relevant cities associated with said home location.

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53. (Currently Amended) A method for providing search results to an end user using at least one internally maintained travel information database, comprising:

receiving a search request for travel information from said end user;

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automatically determining a context from said received request for travel information, without prompting said end user to enter information;

wherein said context comprises selection from at least an interest and a destination;

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if said context comprises an interest, performing a first query of an interest database said at least one internal travel information database according to said interest, without any interaction with a human agent; and

performing a step from a group of steps consisting of:

responsive to receiving results to said first query according to said interest; returning said results to said end user; and

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responsive to not receiving results to said first query according to said interest, performing a second query of a destination database said at least one internal

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~~travel information database~~ according to said destination, without any interaction with a human agent and performing a step from a group of steps consisting of:

responsive to receiving results to said second query, returning said results to said end user; and

5 responsive to not receiving results to said second query, spell checking the received search request and repeating the querying steps.

54. (Previously Presented) The method of Claim 53, further comprising:

10 responsive to not receiving results to either query, performing a simple text search.

55. (Previously Presented) The method of Claim 53, further comprising:

returning accurate and categorized information on selected predetermined keywords.

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56. (Previously Presented) The method of Claim 55, wherein said keywords comprise any of:

visa;

cars; and

20 hotels.

Claims 57. - 60. (Cancelled)

61. (Previously Presented) The system of Claim 1, further comprising:

25 a multi-hierarchical schema for organizing at least one geographical region to facilitate determining relevant travel information,

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wherein said multi-hierarchical schema comprises levels of a state, a region within said state, and cities within said region.

Claims 62. - 65. (Cancelled)

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66. (Previously Presented) The method of Claim 53, further comprising:

determining a category for which a user is requesting information, wherein said category comprises at least one of:

an interest; and

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a destination.

67. (New) The method of Claim 27, wherein if said context comprises a user interest, said step of searching a database searches an interest database for said user interest; and if said context comprises a destination, said step of searching a database searches a destination database for said destination.

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68. (New) The method of Claim 27, wherein said step of searching searches both said interest database and said destination database for said phrase request.